



**THE COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF INDUSTRIAL ACCIDENTS**

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**TO: ALL UTILIZATION REVIEW AGENTS**

**FROM: THE OFFICE OF HEALTH POLICY**

**RE: EMPLOYEE IDENTIFICATION CARD AND INTRODUCTORY UR LETTER**

**DATE: July 14, 2004**

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According to 452 CMR 6.04 (4) (e) and The Department of Industrial Accidents' Circular Letter No. 274, the issuing of the Utilization Review Employee Identification Card is a function and responsibility of the insurer. Once the insurer has commenced payments for a work related injury under M.G.L. c. 152, the insurer must issue the employee a card listing the employee's name, the identification number assigned to the employee, the name and telephone number of the utilization review agent, and the name of the insurer. When the employee seeks further care, he or she must contact the utilization review agent for approval.

Utilization Review Agents who currently issue the identification card to injured employees must cease this practice. UR Agents will immediately notify the customers for whom they provide this service that within 30 days the UR agent will cease this practice and the insurer must assume responsibility for sending this card to injured employees in accordance with 452 CMR 6.04 (4) (e).

UR agents remain responsible to send a utilization review introductory letter to injured employees as required by the Department. The introductory letter will no longer include the card. The introductory letter should include a statement that informs the injured employee that they should have received the identification card, whom they should have received it from and who they should contact to request the card.

UR agents who were previously sending the cards for customers must provide the Department with an updated introductory letter to review and approve. Once approved, the Department will notify the UR agent and add the letter to the UR agent's application on file with the Department.

Please contact Deborah DiBella x425 for questions regarding this matter.